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SHERIDAN ROSS

002

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<i>Amy Swartz</i>	(Depositor's name)
<i>Amy Swartz</i>	(Signature)
1-26-2005	(Date)

01/27/2005 HGBREME2 00000039 501602 09482969

01 FC:1501 1400.00 DA  
02 FC:8001 3.00 DA

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/482,969	01/12/2000	Norman C. Chan	CHAN 11	7737

TITLE OF INVENTION: METHOD AND APPARATUS FOR GENERATING AUTOMATIC GREETINGS IN A CALL CENTER

APPLN. TYPE	SMALL ENTITY	ISSUE FEE	PUBLICATION FEE	TOTAL FEE(S) DUE	DATE DUE
nonprovisional	NO	\$1370	\$0	\$1370	02/03/2005

EXAMINER	ART UNIT	CLASS-SUBCLASS
ANWAH, OLISA	2645	379-088160

1. Change of correspondence address or indication of "Fee Address" (37 CFR 1.363).

- ☐ Change of correspondence address (or Change of Correspondence Address form PTO/SB/122) attached.  
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1 Sheridan Ross P.C.  
2 \_\_\_\_\_  
3 \_\_\_\_\_

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PLEASE NOTE: Unless an assignee is identified below, no assignee data will appear on the patent. If an assignee is identified below, the document has been filed for recordation as set forth in 37 CFR 3.11. Completion of this form is NOT a substitute for filing an assignment.

(A) NAME OF ASSIGNEE

Avaya Technology Corp.

(B) RESIDENCE: (CITY and STATE OR COUNTRY)

Basking Ridge, NJ

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- ☐ a. Applicant claims SMALL ENTITY status. See 37 CFR 1.27. ☐ b. Applicant is no longer claiming SMALL ENTITY status. See 37 CFR 1.27(g)(2).

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*Douglas W. Swartz*

Date

Jan. 26, 2005

Typed or printed name

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Registration No.

37,739

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